

Incoming Threat Identification Checklist

If your utility receives a threatening phone call, try to keep the caller on the line to obtain as much information as possible. Record as much information as possible, including:

1. What kind of threat is posed?
 - A. Contamination: What kind of contamination? _____
How much? _____
 - B. Physical Damage: What kind of damage? _____
With what kind of device? _____
2. Where? _____
3. When? _____
4. Why? _____
5. By Whom? _____
6. What is your (caller's) name? _____
7. What is your (caller's) affiliation, if any? _____
8. What is your (caller's) address / phone number? _____
9. What is the exact wording of the threat? _____
10. Is the caller: ☐ Male ☐ Female ☐ Well spoken ☐ Illiterate
☐ Foul ☐ Irrational ☐ Incoherent
11. Is the caller's voice: ☐ Calm ☐ Angry ☐ Slow ☐ Rapid ☐ Soft ☐ Loud
☐ Laughing ☐ Crying ☐ Normal ☐ Slurred ☐ Nasal ☐ Clear ☐ Lisp
☐ Stuttering ☐ Deep ☐ High ☐ Cracking ☐ Excited ☐ Young ☐ Old
☐ Familiar --- Who did it sound like? _____
☐ Accented -- What nationality, region? _____
12. Is the connection clear? (Could it have been a wireless or cell phone?) _____
13. Are there background noises? _____ What kind? _____
Street Noises _____
Machinery -- what type? _____
Voices -- Describe _____
Children -- Describe _____
Animals -- what kind? _____
Computer keyboard / office _____
Motors -- describe _____
Music -- what kind? _____
Other _____

Name of person receiving call _____ Date _____ Time _____

Notify utility manager _____ Phone _____

Local FBI / Law Enforcement _____ Phone _____

Other _____ Phone _____

Emergency Communications Message Log

(Maintained by utility personnel operations center.)

[illegible]